(b) if so, what are the salient features of the said proposal; and

(c) what is Government's reaction in regard thereto?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) No, Sir.

(b) and (c) Does not arise.

Relief to telephone users

1779. SHRI J. P. GOYAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether a decision has since been taken by Government to give relief to telephone users with respect to the period when their telephone continued to remain dead; and

(b) if so, what are the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) Yes, Sir. It has been decided in principle to grant relief in cases where the telephone service remains interrupted for 30 days or more at a stretch.

(b) Details are being worked out.

Disconnected telephones

1780. SHRI J. P. GOYAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what was the number of telephone connections disconnected in the country during the last three years, year-wise for not making payment of telephone dues;

(b) what was the amount of telephone dues outstanding for the last three years, year-wise; and

(c) what steps have been taken by Government to realise the outstanding dues?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) The number of telephone connections temporarily disconnected for non-payment of their outstanding dues in the country during the last three years, year-wise is given below:

Year	No. of Telephone connections disconnected
1982-83 . .	Not available (The period of preservation of record is on y two years. Hence the information for 1982-83 is not avalilable).
1983-84 . .	5,77,833
1984-85 . .	6,24,957

(b) The amount of Telephone dues outstanding for the last three years, year-wise is furnished as under:

Rs in crores

year	Amount (as on 31st March each year)
1982—83	46.84
1983—84	52.45
1984—85	63.87

(c) The steps which are generally taken for recovery of dues are indicated below:

(i) The telephone connections of the defaulting subscribers are disconnected temporarily to persuade them to settle the outstanding dues. If there are any other telephones/telex provided for the defaulter anywhere else in the country, they are also disconnected;

(ii) the defaulters are contacted personally by the telephone revenue Inspectors to request them to pay the dues, even in instalments where justified. Legal notices asking the subscriber to pay the dues are issued;